

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-211/Land Survey

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I. Goal

The Land Survey Division performs field and office land survey work statewide for various government agencies; provides mathematical and field check as mandated in the statutes for the Land Court and File Plan systems, and serves as an official depository of all government survey and other survey information.

II. Objective and Policies

- A. #1 - Eliminate the current backlog of two years of requests for maps and descriptions.
- B. #2 - Provide professional training for employees on the latest surveying technology and maintain training at a modern level; and upgrade technology by using the latest modern equipment.
- C. #3 – Continue to provide survey services to all government agencies and services to the general public and protect the interest of the State of Hawaii in land matters.
- D. #4 – Develop a document reproduction program that will enable the Land Survey Division to reproduce documents on demand and database these records electronically.

III. Action Plan with Timetable

- A. Objective/Policy #1 – Eliminate the current backlog of two years of requests for maps and descriptions.

- 1. Required Action

- Assess the requests for maps and descriptions and prioritize these requests based on promoting the economic situation of the State.

2. Implementation Timetable

- a. One year – Request the government agencies to prioritize their requests to Survey and notify these agencies as to the expectation of completion dates. Also notify agencies that the non-critical requests would be deferred until the program workforce increases.
- b. Project that the next five years only high priority projects will be provided surveying services and requesting government agencies should prioritize their own core functions.

B. Objective/Policy #2 – Provides professional training for employees on the latest surveying technology and maintain training at a modern level; upgrade technology by using the latest modern equipment.

1. Required Action

Identify hardware and software equipment that will facilitate the workload of the Land Survey Division and provide professional training to expedite usage.

2. Implementation Timetable

- a. One year – Cost of the above items should be determined and the program savings to purchase equipment should be identified.
- b. Two to Five years – Plan should be developed to monitor, improve and update equipment and the productivity of this plan should be assessed.

C. Objective/Policy #3 – Continue to provide survey services to all government agencies and services to the general public and protect the interest of the State of Hawaii in land matters.

1. Required Action

Continue to provide survey services to all government agencies and services as a high rate of completion; determine whether the programs efficiency is at a maximum level.

2. Implementation Timetable

- a. One year – Maintain the current 100% completion rate of mandated functions i.e. shoreline certification, Land Court and File Plan map reviews and quiet title actions.
- b. Two to Five years – Assess the mandated workload and develop procedures in carrying out these mandated functions more efficiently; evaluate these functions and determine whether fees be assessed to offset actual costs to government.

D. Objective/Policy #4 – Develop a document reproduction program that will enable the Land Survey Division to reproduce documents on demand and database these records electronically.

1. Required Action

In the past year, the Land Survey Division has since acquired a reproduction system, however, the program needs to identify software programs to database all of Survey's records into electronic files.

2. Implementation Timetable

- a. One year – Procure scanning and printing software to establish a database system.
- b. Five years – Establish a document reproduction program that will enable the program to reproduce documents on demand and send through a network system to any government agency statewide. Enable the Land Survey Division to archive its fragile documents and allow the public to handle only copies or view documents electronically.

IV. Performance Measures

- A. Customer Satisfaction measure – The Land Survey Division program's effectiveness is measured by the completeness of its various functions to government agencies. An evaluation of the program by Survey's customers will be conducted annually and areas of concerns will be addressed.
- B. Program Standard measure – In-house status reports measure the output of the various survey functions. Standards comparable to the private sector will be developed to monitor the program's efficiencies and to address areas of deficiencies.
- C. Cost Effectiveness measure – Annual cost of operation compared to output will be assessed to determine cost effectiveness and comparison will be made with the private sector's costs. However, mandated functions that cannot be privatized and have no alternative measures will be given serious consideration to assess fees to offset actual costs to government.